

Circle Wellness Academy Appeals Procedure

The purpose of an appeals procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made. The appeals procedure applies to any learner following completion of an Active IQ qualification at Circle Wellness Academy and provides learners with a formal route to appeal against a decision.

Circle Wellness Academy learners will be assessed against Active IQ published criteria and by assessors who must hold or be working towards any of the following:

- Level 3 Award in Understanding the Principles and Practices of Assessment (QCF) or
- Level 3 Award in Assessing Vocationally Related Achievement (QCF) or
- Level 3 Award in Assessing Competence in the Work Environment (QCF) or
- Level 3 Certificate in Assessing Vocational Achievement (QCF), or
- A1 (previously D32, D33)

In addition Circle Wellness Academy will ensure that assessors:

- Possess a discipline specific qualification equivalent to the qualification being taught
- Have relevant industry experience
- Demonstrate active involvement in a process of industry relevant Continued Professional Development during the last two years

All new Circle Wellness Academy assessors will be given a clear action plan for achieving the appropriate qualification(s) and should be countersigned by an appropriately qualified individual until the qualification(s) are achieved.

Example of Appeal

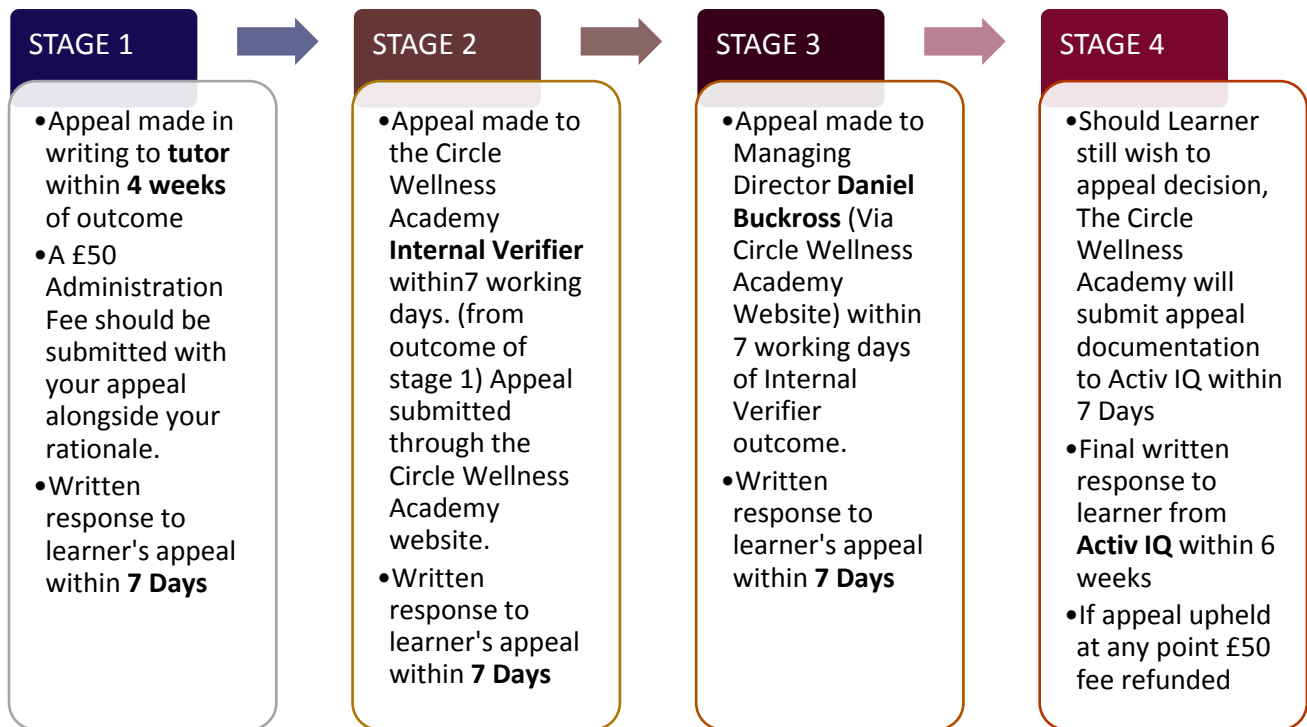
A learner fails a practical assessment due to a decision made by the assessor regarding competence in the ability to deliver teaching due low to confidence levels of the learner. However the clinical environment of the learner during assessment induced a high level of nervousness, resulting in a poorer assessment outcome. This would not be replicated in a normal working environment which would be less clinical. Had the assessment been repeated in this test environment the learner feels they would have demonstrated a higher level of confidence due to familiarity of the situation and therefore demonstrated clear ability to teach.

Internal Verifiers within the Appeals Process

Internal verifiers must hold or be working towards any of the following:

- Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- V1 (previously D34)
- Relevant alternative qualification or senior experience in supervising or managing an internal quality assurance role

The Four Stage Appeal Process



Throughout the assessment process The Circle Wellness Academy will comply fully with Active IQ's policy on reasonable adjustments and special considerations that can be found:

<https://www.activeiq.co.uk/for-centres/policies-and-procedures>

Investigating appeals is very problematic without the presence of impartial evidence. During assessments at the Circle Wellness Academy you will undergo live observations. Appeals in the context of live observed assessments will only be considered when accompanied by a suitable video recording.

As a learner of The Circle Wellness Academy you will be able to use a video recording as long as it does not adversely affect the assessment process, allows the assessor to carry their role and does not contravene a venue/organisations rules or regulations. The learner must make suitable arrangements to arrange a video operator.

Please note a £50 administration fee must accompany your written appeal, however should your appeal be upheld this will be immediately refunded to you.

Thank you for your contribution and commitment to making our policy work.